



Dolce Casa Montessori

## Collection of Children and Uncollected Children

At Dolce Casa Montessori, the safety and wellbeing of children is our highest priority. This policy outlines the procedures for the safe collection of children and the steps that will be taken in the event of late or non-collection. We work in close partnership with parents and carers to ensure every child is collected safely and responsibly at the end of each session.

### **Authorised Collection**

An authorised adult is a person aged 16 or over who has been given prior permission by the parent or carer to collect their child. Authorisation details must be provided in advance and kept up to date. Parents and carers are asked to provide details of all authorised collectors, a photograph of each authorised adult where possible, and a collection password if used by the setting. Upon arrival, the authorised adult will be required to confirm the agreed password and identify themselves before any child is released.

If collection arrangements change, parents and carers must notify us in advance or on the same day. If someone arrives to collect a child without prior authorisation, we will contact the parent or carer immediately and will not release the child until confirmation has been received — even if the child appears to recognise the adult.

Staff will use professional judgement if an adult appears unable to supervise a child safely, and safeguarding procedures will be followed if concerns arise. Children are signed in and out on arrival and collection, and heightened supervision is maintained during busy drop-off and collection times. Parents and carers are asked to keep all contact details and emergency contacts up to date at all times.

### **Late or Non-Collection**

If a child is not collected at their agreed time or by the setting's closing time, the following procedure will be followed:

- The Manager or Deputy Manager will be informed immediately.
- The management team will attempt to contact the parent/carer using all contact numbers provided.
- If parents/carers cannot be reached, emergency contacts listed on the child's records will be contacted.
- Any information regarding changes to normal collection arrangements will be checked.

- If no responsible adult can be contacted within one hour of the agreed collection time, the local out-of-hours social care team will be contacted for advice and support.

### Care of the Child During Non-Collection

- Throughout any period of non-collection, the child will remain on the premises in a safe, calm, and reassuring environment. They must stay with two practitioners at all times, and their emotional wellbeing will be prioritised until they are safely collected.

### Recording and Notifications

- A Significant Incident Report will be completed for every late or non-collection incident, including a clear chronology of events, times, and actions taken. At the discretion of the Manager, late collection fees may be applied in accordance with the setting's Terms and Conditions.

### Useful Contacts

Service	Contact Number
Initial Consultation and Advice Team (ICAT)	020 8753 6600
ICAT Out of Hours	020 8748 8588